

# Enliven Residential Employees

Collective Agreement  
11 September 2025 –  

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30 June 2027

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## **1. Parties**

The parties to this collective employment agreement are:

Presbyterian Support Central (“the employer” or “Enliven”); and

E tū Inc.; and

New Zealand Nurses Organisation (“the union” or “the unions”).

## **2. Coverage**

2.1 This collective agreement shall cover employees employed by the employer in the employer’s residential homes in the position of:

- Registered Nurse
- Enrolled Nurse
- Health Care Assistant
- Recreation Officer
- Weekend Cook
- Kitchen Hand
- Senior Housekeeper
- Cleaner
- Laundry Worker
- Receptionist
- Administrator
- Maintenance Worker
- Gardener

Employees who are employed by the employer as bureau employees are only covered by this collective agreement when they are employed to work in one of the employer’s residential homes in one of the positions specified above.

2.2 This collective agreement shall not cover employees employed outside of the employer’s residential homes. It does not apply to employees employed as Managers, Clinical Coordinators, Chaplains, Food Services Team Leaders or Clinical Nurse Managers. This collective agreement shall not cover other employees of the employer not specified in clause 2.1.

2.3 Transition to collective agreement:

This agreement replaces all of an employee’s previous terms and conditions of employment.

## **3. Term**

This agreement shall commence on 11 September 2025 and shall expire on 30 June 2027.

#### **4. Variation to agreement**

The terms of this agreement may be varied by written agreement between the unions and the employer. Any variation will be subject to the union members' ratification.

Where a proposed change only affects some of the members (e.g. a change which will only apply to one residential home) only those potentially affected shall vote to ratify the change using the appropriate union ratification procedure. Where agreement on a variation is reached between the parties the variation will be set out in writing and attached to this CEA.

#### **5. General duties**

- 5.1 Enliven will meet all obligations it has to its employees including the obligation to be a fair and reasonable employer, subject always to the terms of this agreement.
- 5.2 Every employee covered by this agreement will diligently fulfil the responsibilities under their employment agreement and act in the best interests of Enliven, including respect for and observance of any relevant job description, policies, rules and code of conduct of Enliven not contrary to this agreement, that are in place from time to time.

#### **6. Definitions and classifications**

- 6.1 A "full time employee" is a permanent employee employed to work for 40 hours per week.
- 6.2 A "part time employee" is a permanent employee employed to work for less than 40 hours per week.
- 6.3 A "casual employee" is an employee who is employed to work on an as and when required basis.
- 6.4 A "temporary employee" is an employee who is employed to work on a temporary or fixed term basis, for a specified period of time or to cover a specific event or project.
- 6.5 For the purposes of this agreement, a "week" in the case of day employees shall mean the seven days from midnight Sunday/Monday to midnight Sunday/Monday covered by the pay week.
- 6.6 For the purposes of this agreement, a "week" in the case of night employees shall mean the seven days from midday Monday to midday Monday.

#### **7. Te Tiriti o Waitangi**

The parties to this agreement acknowledge and honour the principles of Te Tiriti o Waitangi as Aotearoa's founding document. Enliven is committed to Te Tiriti and its principles, recognising that Māori are tangata whenua, and as the Crown's treaty partner have unique rights under Te Tiriti. Enliven recognises its role in upholding the rights and responsibilities that are set out in Te Tiriti o

Waitangi and encourages the development and promotion of Tikanga and Te Reo Māori.

## **8. Equal employment opportunity**

Enliven is committed to the principles of equal employment opportunity. Terms and conditions will be implemented on that basis.

The parties recognise that discrimination is unlawful and that people are entitled to equality of opportunity in the workplace, regardless of disability, age, marital status, sex, religious or ethical belief, ethnic or national origin, colour, race, sexual orientation, political opinion, family status or employment status.

## **9. Harassment and bullying**

Bullying, and harassment of any form, including sexual and racial harassment, are totally unacceptable in the workplace. Enliven has policies and procedures about bullying and harassment. An employee who feels they have been subjected to unacceptable behaviour may lay a formal complaint or explore informal options to resolve the issue.

## **10. New employees**

The employer will provide new employees who fall within the coverage clause of this agreement with information about the unions and the name(s) of the delegate(s) on site. The information to be provided will be supplied by the union and included in orientation packs by the employer. New employees may discuss union membership with a union delegate as part of their induction process.

## **11. Hours of work**

- 11.1 All employees other than casuals will have a guaranteed number of hours of work per fortnight, which will be recorded in an individual agreement for each employee.

Hours of work shall be determined by the employer in accordance with the following rostering principles:

- (a) The health and safety of employees shall be paramount in setting rosters.
- (b) The number of hours an employee works in a fortnight is as agreed between the employer and employee, and may change by mutual agreement.
- (c) The timing of the hours and days of work shall be subject to roster.
- (d) An employee's normal hours worked shall not exceed 40 per week, although employees who are paid for meal breaks may be paid for more than 40 hours per week.
- (e) A sixth day may be worked only by agreement between the employee and employer.
- (f) No employee shall work more than 12 days in a fortnight other than in the case of an emergency.
- (g) Wherever practicable, rostered days off will be consecutive.

- (h) An employee shall not be rostered to work more than six days consecutively.
- (i) Ordinary hours shall not exceed 12 per day except where, in an emergency situation, an employee agrees to do a double shift.
- (j) Rostered and rotating shifts shall apply to most positions covered by this agreement and may include a variety of shifts (morning, afternoon, night) and on a variety of days of the week.
- (k) Weekend work shall apply.
- (l) Once the roster has been posted in final form at least a fortnight prior to the roster commencing, no changes shall be made to the roster except by agreement between the employer and employee, or in the case of an emergency situation.
- (m) Hours of work will normally be continuous and broken shifts will not be regularly rostered. An employee may do a broken shift from time to time due to additional cover being required but this shall not be a normal feature of rostering.
- (n) At least nine hours off shall be allowed between rostered shifts.
- (o) Part time and casual employees will be employed for a minimum of two hours per shift, except in the case of attendance at compulsory training and staff meetings where a one hour minimum shall apply (see clause 31.1).

11.2 Where an employee and the employer agree, an employee may work up to 12 hour shifts at ordinary rates, provided the employee's guaranteed hours do not exceed 80 hours in a fortnight.

11.3 Where an employee requests to work rostered guaranteed hours over six days of the week, because this suits the employee's personal circumstances, and the employer agrees, the employee's hours may be worked over six days instead of five. In this case, overtime only applies if the employee exceeds 40 hours in the week or eight hours in the day. This provision does not apply where an employee is asked to and agrees to work additional hours on a sixth day.

## **12. Additional hours and overtime**

12.1 Employees may have the opportunity to volunteer for additional hours when available due to the absence of other employees. Additional hours are not compulsory and may be declined.

12.2 Overtime rates shall be paid where the employee has worked in excess of:

- Eight hours on a day (or 12 hours when clause 11.2 applies); **OR**
- 40 ordinary hours in a week; **OR**
- Five days in a week (except in the case of casual employees or where clause 11.3 applies).

Where an employee has worked overtime hours earlier in the week, those overtime hours are not counted in the calculation of the 40 ordinary hours per week.

Time spent on jury service is counted as time worked, but all other forms of leave or absence, including annual leave, sick leave, bereavement leave,

alternative holidays, unpaid leave, parental leave, Employment Relations Education Leave and the like are not counted as days worked.

Overtime shall be paid at time and a half for the first three hours of overtime on the day, and at the rate of double time thereafter for any further overtime hours on that day. Overtime is calculated on a daily basis.

Overtime is not payable when the additional hours arise out of an arrangement made between individual workers (e.g. shift swap). All shift swaps are subject to the employer's approval.

- 12.3 Where additional hours are available, they shall first be offered to part time employees who have the appropriate skills and who are not rostered to work 80 hours in the fortnight in question, provided that the additional hours do not incur overtime costs, would not breach the rostering principles outlined in 11.1, and provided that the hours will not cause health and safety concerns. This provision does not require the Manager to wait for unanswered calls to be returned before utilising casual employees.

- 12.4 Full time employees who have the appropriate skills will be offered additional hours where part time or casual employees are not available, provided that the additional hours would not breach the rostering principles outlined in 11.1, and provided that the hours will not cause health and safety concerns. This provision does not require the manager to wait for unanswered calls to be returned.

External agency staff are generally regarded as the last resort by the employer for coverage of a single available shift, due to the high level of cost and lack of continuity of care.

- 12.5 Training and staff meetings are always paid at ordinary time rate and shall not be paid at overtime rates or be counted as hours worked for the purpose of calculating overtime. Attendance at training or a staff meeting shall not result in an entitlement to the no nine hour break allowance or to a split shift allowance.

### **13. On call work**

A permanent Registered Nurse employed in a rest home only residential home may be required to be on call to be available for work during the time there are no Registered Nurses on site, should an issue arise where their expertise is required on site. An employee on call will be paid an allowance as set out in clause 18, Allowances to compensate them for making themselves available.

## **14. Meal and rest breaks**

14.1 Employees shall be entitled to the following breaks per working day:

- (i) If an employee's work period is two hours or more but not more than four hours, the employee is entitled to one ten minute paid rest break.
- (ii) If an employee's work period is more than four hours but not more than six hours the employee is entitled to:
  - (a) One ten minute paid rest break and
  - (b) One thirty minute unpaid meal break
- (iii) If an employee's work period is more than six hours but not more than eight hours, the employee is entitled to:
  - (a) Two ten minute paid rest breaks, and
  - (b) One thirty minute unpaid meal break.
- (iv) If an employee's work period is more than eight hours the employee is entitled to:
  - (a) Two ten minute paid rest breaks, and
  - (b) One thirty minute unpaid meal break; and
  - (c) additional break(s) as set out above for the time worked over eight hours, as if the employee's shift had started again at the eight hours point.

**Example:** employee is rostered to work 10 hours

The employee gets two ten minute paid rest breaks and one thirty minute unpaid meal break for the first eight hours of work.

The employee is scheduled to work 2 more hours, so they get a further ten minute paid rest break

Total entitlement: three ten minute paid rest breaks and one thirty minute unpaid meal break

14.2 Breaks are to be taken at rostered times or as directed by the employee's manager or supervisor.

14.3 Where an employee is required to remain on the premises, and to be available in the case of an emergency, the employee shall be paid for their meal break and provided with a free meal. In all other cases, meal breaks are unpaid.

14.4 Where an employee has to interrupt their meal break due to work requirements, the employee shall be entitled to the remainder of the break later during the shift.

## **15. Timekeeping**

15.1 The employer has time recording systems to ensure employees' hours are accurately recorded; such systems shall be used by all rostered employees. This may include the use of electronic systems.



- 15.2 Where an employee is going to be late or absent from work, the employee shall notify their manager or supervisor as soon as practicable and before the commencement of their shift.

## **16. Wages**

### **16.1 Rates of wages for registered nursing, service and administration staff**

The following shall be the hourly rates of pay for all hours worked:

#### Registered Nurse

	From 1.7.25
FYOP	33.19
1	34.27
2	36.82
3	39.42
4	42.12
5	45.71
6	47.32
7	48.98

Appointment to and progression through the scale:

Employees will commence on step 1 of the scale unless they are supernumerary; staff who are supernumerary (first year of practice) shall be paid \$31.91 per hour while they are supernumerary.

Employees shall have their performance reviewed following the completion of 12 calendar months since their last review. Except in the case of progression from step 1 to step 2, employees shall not proceed to the next step until they have completed 12 months at the current step. If the employee receives a satisfactory performance appraisal and has met all mandatory training requirements, the employee shall progress to the next step on the scale, commencing from the date the employee qualified for their review.

#### Enrolled Nurse

Step	From 1.7.25
1	31.41
2	33.18
3	34.94
4	36.61
5	37.86

In 2023, a new step 5 was added. Enrolled Nurses who have five years or more post-qualification experience shall be placed on step 5.

Progression through the scale:

Employees shall have their performance reviewed following the completion of 12 calendar months since their last review. A new employee shall receive their first review after the completion of 12 calendar months. If the employee receives a

satisfactory performance appraisal and has met all mandatory training requirements, the employee shall progress to the next step on the scale, commencing from the date the employee qualified for their review.

#### Weekend Cook

“Weekend Cook” means the employee designated to supervise the work of the kitchen in addition to kitchen responsibilities at the weekend or when the Food Services Team Leader is unavailable. Only one Weekend Cook shall be appointed in a kitchen (this includes kitchens supplying two homes).

Step	From 1.7.25
1	25.48
2	26.62
3	27.77

Progression through the scale:

Step 1 – commencement

Step 2 - after 1 year of service at step 1, provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements.

Step 3 – after 1 year of service at step 2, provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements.

Note: a Weekend Cook who has the New Zealand Certificate in Catering Services level 3 shall be paid on step 3 provided they have completed the integrated kitchen Enliven orientation.

#### Kitchen Hand

“Kitchen Hand” shall mean the employee assists with food preparation, prepares snacks, makes or assembles some components of snacks or meals such as cakes, sauces etc, and cleans the kitchen, but does not have the responsibility of planning and cooking full meals.

Step	From 1.7.25
1	24.44
2	25.38
3	26.10
4	27.04

Progression through the scale:

Step 1 – commencement

Step 2 - on completion of both the Hospitality Savvy Award **and** the kitchen Enliven orientation

Step 3 – after 1 year of service at step 2, provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements

Step 4 – on completion of both New Zealand Certificate in Catering Services level 3 **and** the integrated kitchen Enliven orientation (where an employee

commences employment with level 3, they shall move to step 4 on signed off satisfactory completion of the Enliven orientation)

Note: an employee who completes the required qualifications for step 2 shall move directly to step 2; an employee who completes the required qualifications for step 4 shall move directly to step 4, regardless of the step they are currently on. An employee shall only move to step 2 and 4 on attaining the specified qualifications, and shall not progress beyond a qualification step without the specified qualifications.

#### Senior Housekeeper

“Senior Housekeeper” means an employee designated to orientate new cleaning and laundry staff, oversee training compliance and take responsibility for infection control and the environment at the home. A maximum of one Senior Housekeeper shall be appointed in a residential home and a Senior Housekeeper must hold the New Zealand Certificate in Cleaning level 3.

Step	From 1.7.25
1	27.04
2	27.82
3	28.60

Progression through the scale:

Step 1 – commencement

Step 2 - after 1 year of service at step 1, provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements.

Step 3 – after 1 year of service at step 2, provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements.

#### Cleaner

Step	From 1.7.25
1	24.44
2	25.38
3	26.10
4	27.04

Progression through the scale:

Step 1 - commencement

Step 2 – on completion of both New Zealand Certificate in Cleaning (level 2) **and** the integrated cleaner Enliven orientation (where an employee commences employment with level 2, they shall move to step 2 on signed off satisfactory completion of the Enliven orientation)

Step 3 – after 1 year of service at step 2 provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements

Step 4 – on completion of both New Zealand Certificate in Cleaning level 3 **and** the integrated cleaner Enliven orientation (where an employee commences

employment with level 3, they shall move to step 4 on signed off satisfactory completion of the Enliven orientation)

Note: an employee who completes the required qualifications for step 2 shall move directly to step 2; an employee who completes the required qualifications for step 4 shall move directly to step 4, regardless of the step they are currently on. An employee shall only move to steps 2 and 4 on attaining the specified qualification, and shall not progress beyond a qualification step without the specified qualification.

#### Laundry Worker

Step	From 1.7.25
1	24.44
2	25.38
3	25.58
4	25.79

Progression through the scale:

Step 1 - commencement

Step 2 – on completion of both New Zealand Certificate in Laundry Services (level 2) **and** the integrated laundry Enliven orientation (where an employee commences employment with level 2, they shall move to step 2 on signed off satisfactory completion of the Enliven orientation)

Step 3 – after 1 year of service at step 2 provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements

Step 4 – after 1 year of service at step 3 provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements

Note: an employee who completes the required qualifications for step 2 shall move directly to step 2. An employee shall only move to step 2 on attaining the specified qualification, and shall not progress beyond the qualification step without the specified qualification.

Note: a Laundry Worker who holds either the New Zealand Certificate in Cleaning level 3 or New Zealand Certificate in Catering Services level 3 and who has completed the integrated laundry Enliven orientation shall be paid \$26.00 per hour instead of the rates above.

### Receptionist

Step	From 1.7.25
1	25.39
2	26.46
3	27.53

Progression through the scale:

Employees shall have their performance reviewed following the completion of 12 calendar months since their last review. A new employee shall receive their first review after the completion of 12 calendar months. If the employee receives a satisfactory performance appraisal, the employee shall progress to the next step on the scale, commencing from the date the employee qualified for their review.

### Administrator

Step	From 1.7.25
1	28.12
2	29.02
3	30.04
4	31.04

Progression through the scale:

Step 1 – commencement

Step 2 - after 1 year of service at step 1, provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements.

Step 3 – after 1 year of service at step 2, provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements.

Step 4 – after 1 year of service at step 3, provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements.

### Maintenance Worker

Step	From 1.7.25
1	25.38
2	25.94
3	26.48
4	27.04

Progression through the scale:

Step 1 – commencement

Step 2 - after 1 year of service at step 1, provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements.

Step 3 – after 1 year of service at step 2, provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements.

Step 4 – after 1 year of service at step 3, provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements.

#### Gardener

Step	From 1.7.25
1	24.44
2	24.86

Progression through the scale:

Step 1 – commencement

Step 2 - after 1 year of service at step 1, provided the employee receives a satisfactory performance appraisal and has met all mandatory training requirements.

## **16.2 Rates of wages for Health Care Assistants and Recreation Officers**

The following shall be the minimum hourly rates of pay and progression for care and support employees (Health Care Assistants and Recreation Officers) **employed after 1 July 2017:**

<b>QUALIFICATION</b>	<b>From 1.7.25</b>
No qualification	25.04
Level 2 NZ Certificate	26.54
Level 3 NZ Certificate	28.86
Level 4 NZ Certificate	31.20

Care and support employees (Health Care Assistants and Recreation Officers) **who commenced employment with Enliven prior to 1 July 2017** shall **progress** on the following basis:

	<b>From 1.7.25</b>
No qualification and less than three years service	25.04
On attaining Level 2 NZ Certificate	26.54
On attaining 3 years service or more	26.54
On attaining Level 3 NZ Certificate	28.86
On attaining 8 years service or more	28.86
On attaining 12 years service or more	29.90
On attaining Level 4 NZ Certificate	31.20

- “Level 2” means Level 2 Health and Wellbeing Certificate or equivalent as defined by Careerforce.
- “Level 3” means Level 3 Health and Wellbeing Certificate or equivalent as defined by Careerforce.
- “Level 4” means Level 4 Health and Wellbeing Certificate or equivalent as defined by Careerforce.

Progression due to achieving a qualification shall take place when the employee notifies the employer of the qualification or the date on the employee’s certificate, whichever is the later.

- 16.3 From 1 July 2026, the rates in 16.1 and 16.2 shall be increased by the same percentage as the ARC contract funding increases. "The ARC contract funding increases" means the annual increase to the ARC contract and does not include increases to funding which are outside of the usual annual increases and/or are tagged for a specific purpose.

16.4 **Kiwisaver**

Enliven will facilitate the employees' participation in KiwiSaver in accordance with the KiwiSaver Act 2006-

17. **Professional development recognition programme (PDRP) – Registered and Enrolled Nurses**

- 17.1 When a Nurse successfully achieves one of the following levels on the Enliven PDRP, the Nurse shall receive a one-off payment as follows. These payments are pro rated in the case of part time employees according to the number of hours the Nurse is employed to work.

<b>Achievement:</b>	<b>One off payment:</b>
RN Expert	\$6,000 gross
RN Proficient	\$4,000 gross
EN Accomplished	\$6,000 gross
EN Proficient	\$4,000 gross

- 17.2 The Enliven PDRP achievement of level is valid for three years. Where a Nurse reapplies for and successfully re-achieves the level at or after the end of that period, the employee shall be entitled to a one off payment as specified above.

18. **Allowances**

18.1 Night work

Where an employee is rostered to work night shift and their whole shift will fall within the hours of 9.00 p.m. and 8.00 a.m. the following day, a night duty allowance will apply as follows.

18.1.1 **Night payment - Registered Nurses and Enrolled Nurses only:**

Where a Registered Nurse or an Enrolled Nurse works a night shift, they shall receive a night duty allowance of 25% loading on the ordinary pay they receive (that is, the employee's base ordinary hourly rate multiplied by the number of base hours worked; overtime rates and hours are not included) for each night worked. This allowance applies instead of the allowance set out in 18.1.2.

#### **18.1.2 Night payment – all other staff:**

Where any other employee is required to work a night shift, they shall receive a night duty allowance of \$11.65 for the shift.

#### **18.2 Weekend work**

Where an employee is rostered to work a shift in the weekend, a weekend allowance will apply as follows.

##### **18.2.1 Weekend payment - Registered Nurses and Enrolled Nurses only:**

Registered and Enrolled Nurses shall receive a payment of 15% loading on the ordinary pay they receive (that is, the employee's base ordinary hourly rate multiplied by the number of base hours worked; overtime rates and hours are not included) for each weekend am or pm shift worked. This allowance applies instead of the allowance set out in 18.2.2.

Weekend night shifts are not counted in the calculation of the weekend payment as these shifts are instead included in the calculation of the night payment.

##### **18.2.2 Weekend payment – all other staff:**

Where any other employee is required to work a weekend shift, they shall receive a payment of \$1.40 for each hour worked between midnight Friday/Saturday and midnight Sunday/Monday.

#### **18.3 On call**

Where an employee is required to be available for work during off duty times, the employee will be paid an allowance of \$30.00 for a day on call.

#### **18.4 No nine hour break**

Where an employee does not get a nine hour break between rostered shifts on successive days, and the employee is not being paid overtime for hours that have resulted in the employee not receiving a nine hour break, an allowance of \$52.00 shall be paid. This allowance does not apply where the employee has not had a nine hour break solely due to training or a staff meeting. The no nine hour break allowance is not payable where the employee has been paid overtime rates for the hours that resulted in the employee not receiving a nine hour break.

#### **18.5 Registered Nurse Shift Coordinator**

Where a Registered Nurse is designated and required to coordinate the shift in a home, in the absence of the Manager, Clinical Coordinator and Clinical Nurse Manager, the nurse shall be paid an allowance of \$0.94 per hour so employed. This allowance is only payable to one employee at any one time on the site.

#### **18.6 Coordination of rest home**

Where an Enrolled Nurse or a Health Care Assistant is designated to be the shift coordinator for a shift in a rest home, in the absence of the Manager, Clinical Coordinator, Clinical Nurse Manager and Registered Nurses, the Health Care Assistant so designated shall be paid an allowance of \$0.78 per



hour so employed. This allowance is only payable to one employee at any one time on the site.

This allowance only applies at the following sites:

- Kandahar Court
- Reevedon
- Willard
- Coombrae
- Cashmere Heights
- Cashmere

**18.7 Medicine competency**

Level 2 Health Care Assistants who have attained medicine competency who administer medicines will be paid \$5.20 a shift when doing so. This does not apply to staff for whom administering medicines is part of their role, including level 3 and 4 Health Care Assistants, Enrolled Nurses and Registered Nurses.

**19. Higher duties**

An employee who is suitably qualified to do so may be required temporarily to substantially carry out the duties of a higher paid position. While so acting in the higher position, the employee will be paid at a rate not less than the minimum rate for the higher paid position set out in this agreement.

**20. Reimbursement of cost of practicing certificate**

Where a Registered Nurse or Enrolled Nurse who is employed as such by Enliven and is required by law to hold an annual practicing certificate, the cost of obtaining the certificate shall be reimbursed by Enliven on production of the receipt, provided the employee's primary employment is with Enliven.

**21. Payment of wages**

21.1 Employees shall be paid fortnightly by direct credit to the employee's nominated bank account. Employees will be provided with advice of the calculation of their earnings and deductions made.

21.2 Subject to the provisions of this agreement, deductions may be made from the wages due to an employee for time lost through sickness, accident, absence, default or incorrect overpayment. In the case of incorrect overpayment, the employee will be consulted beforehand as to the amount and intended method of recovery, which will occur in a manner agreed between the employer and employee. Deductions arising from such circumstances occurring in one pay period may be made from subsequent pay periods.

An employee and Enliven may agree in writing that deductions for any purpose may be made.

21.3 On termination of employment, employees shall return all keys, uniform and other items belonging to Enliven before final pay will be made. The value of any unreturned or damaged uniform or other items will be deducted from final wages. The amount deducted shall be the new value of the uniform, reduced by 1/12 for

each complete month that has elapsed since time of issue to account for fair wear and tear.

- 21.4 On termination of employment, the employee will be paid their final pay on the next scheduled payday. Where an employee has been dismissed they may elect to be paid within two business days, provided they have returned any employer property.
- 21.5 If an error occurs in the calculation of the wages of an employee which results in an underpayment to that employee, the deficit shall be paid to that employee no later than two business days after the employee brings the matter to the attention of the employer, or where the underpayment is \$30.00 gross or less, by the next pay period, unless the employee requests the payment to be remedied more urgently.

## **22. Uniforms**

- 22.1 Where Enliven requires employees to wear a uniform, the uniform items shall be supplied by Enliven. All items supplied remain the property of Enliven and must be returned on termination of employment.
- 22.2 Uniforms shall be worn in accordance with the Uniform Policy and dress code.

## **23. Annual leave**

- 23.1 Upon the completion of each 12 months of continuous service, employees shall be entitled to four weeks annual leave to be taken and paid in accordance with the Holidays Act. The employee will be paid for annual leave in the pay period that relates to the period during which the leave is taken.
- 23.2 On completion of seven years current continuous service, employees shall be entitled to five weeks annual leave instead of four.
- 23.3 Except in the case of Christmas, Easter and school holidays, employees will be notified whether their application has been approved or declined within 14 days of the employer receiving the application form. In the case of Christmas, Easter and school holidays, requests will be invited with a cut off date and where there are more requests than can be granted, applicants who have not had leave previously at that time of year will be prioritised over applicants who have. Employees who applied for leave prior to the cut off will be notified whether their application has been approved or declined four weeks prior to Easter and school holidays and 10 weeks prior to Christmas.

## **24. Long service leave**

- 24.1 Employees shall be entitled to special holidays as follows:
  - (i) One once-only special holiday of two weeks after the completion of 15 years and before the completion of 25 years of current continuous service with Enliven.

- (ii) One once-only special holiday of three weeks after the completion of 25 years and before the completion of 35 years of current continuous service with Enliven.
  - (iii) One once-only special holiday of five weeks after the completion of 35 years current continuous service with Enliven.
- 24.2 Special holidays shall be paid at ordinary pay (a week's payment is calculated as the employee's normal number of hours worked per week multiplied by the employee's normal hourly rate) and may be taken in one or more periods and at such time or times as may be agreed by Enliven and the employee.
- 24.3 Long service leave should be taken before annual leave.
- 24.4 If an employee leaves their employment before taking a special holiday they are entitled to, the employee will be paid for the holiday.

## **25. Public holidays**

25.1 The following are the public holidays:

- Christmas Day
- Boxing Day
- New Year's Day
- 2nd January
- Waitangi Day
- Good Friday
- Easter Monday
- Anzac Day
- Labour Day
- The birthday of the reigning Sovereign
- Anniversary Day of the Province
- Matariki

25.2 In the case of the Christmas and New Year holidays:

- if the public holiday falls on a Saturday or Sunday and the employee does not normally work on the weekend, the public holiday is transferred to the following Monday and/or Tuesday.
- if the public holiday falls on a Saturday or Sunday, and the employee normally works on that day, then the holiday remains at the traditional day. An employee cannot be entitled to more than four public holidays over the Christmas New Year period.

(The above is a summary of section 45 of the Holidays Act)

25.3 In the case of the Anzac Day and Waitangi Day holidays:

- if the public holiday falls on a Saturday or Sunday and the employee does not normally work on the weekend, the public holiday is transferred to the following Monday.
- if the public holiday falls on a Saturday or Sunday, and the employee normally works on that day, then the holiday remains at

the traditional day. An employee cannot be entitled to more than one public holiday for each of Anzac Day and Waitangi Day.

(The above is a summary of section 45A of the Holidays Act)

- 25.4 Where a public holiday falls on an employee's ordinary working day, and the employee is not required to work on that day, the employee will be paid for the day in accordance with the Holidays Act 2003 and its amendments.
- 25.5 Employees may be required to work on public holidays. Where an employee is required by the employer to work on a public holiday, the employee shall be paid at the rate of one and a half times their hourly rate of pay for the time actually worked. Enliven will roster so that employees are either given the day off on a public holiday, or, if required to work, work as close to, or more than, the hours they would otherwise have worked on that day. If Enliven requires an employee to work less hours than the employee would otherwise have worked on the day, the employee will be paid at ordinary time rates for the balance of the hours. In addition, if the public holiday is a day that would otherwise be a working day for the employee, the employee shall receive a paid alternative holiday of one day to be taken at a later date. Alternative holidays are to be taken at a time agreed between the employer and the employee. It is agreed that where an employee has an accumulation of 10 or more alternative holidays, that employee shall take their alternative holidays prior to taking annual leave.
- 25.6 Employees who work on either 25 December or Good Friday will receive payment at double rates rather than time and a half rates for the hours so worked.
- 25.7 Permanent employees who are consistently rostered for five days per week and whose hours are worked on any day of the week depending on the stage of the roster, will receive a day's pay, when they miss out on a public holiday due to it falling on their day off due to the stage of the roster. This does not apply to employees who are not employed to work five days a week but do so at times due to working additional hours.

## **26. Sick leave**

- 26.1 Permanent employees shall receive 10 days sick leave after two months of service; on their first anniversary of commencing employment, and after each subsequent 12 months of current continuous service.
- 26.2 Employees who receive sick leave entitlement on their six month anniversary shall continue to do so..
- 26.3 Sick leave may be used if an employee, the employee's spouse/partner, or a person who depends on the employee for care, is genuinely sick or injured.
- 26.4 Unused sick leave shall accumulate to a total of 60 days.
- 26.5 The employer shall be entitled to require an employee to produce proof of sickness or injury in accordance with the Holidays Act.

- 26.6 Where requested in writing by the employee and approved in writing by the employer, sick leave may be used where ACC is not paying full earnings in the event that an employee is absent due to an accident or injury.
- 26.7 Where an employee is unable to work due to sickness caused by a notifiable disease such as norovirus / gastrointestinal illnesses, and the illness can be proved to have originated at Enliven (evidence such as a specimen may be required, and where evidence is required, Enliven shall organise collection and cover any costs) Enliven will provide sick leave without deduction from the employee's sick leave.

## **27. Medical examination and return to work plans**

- 27.1 Where the employer has concerns about an employee's health and wellbeing, the employer may request the employee to undergo a medical examination by a registered medical practitioner nominated by the employer, at the employer's expense.
- 27.2 In assessing the employee's fitness for work / any support for return to full health, the employer will take into account the medical report provided as a result of the examination and any other medical reports provided.

Where the employee refuses to undertake a medical examination or provide a full medical report, the employer will make their decision(s) based on the information available.

- 27.3 Employees who have been absent from work due to injury or illness shall cooperate with a return to work plan implemented with input from an external registered health professional(s) relevant to each case. The employee may elect to involve their union representative.

## **28. Bereavement / Tangihanga leave**

- 28.1 Upon the death of an employee's spouse or partner, parent, child, brother, sister, parent-in-law, grandparent, step parent, step child, step brother, step sister or grandchild, paid bereavement/Tangihanga leave of up to three days may be granted. Bereavement leave may also be taken in the case of an employee, or their partner, suffering a miscarriage or stillbirth, as set out in the Holidays Act.
- 28.2 Additional bereavement/Tangihanga leave, with or without pay, may be granted at the employer's discretion. This may include up to two days paid leave at the employer's sole discretion. Consent will not be unreasonably withheld. This may be used to attend Hurahanga Kohatu/unveiling.
- 28.3 Where the employer accepts that an employee has suffered bereavement through the death of another person, paid bereavement leave of up to one day may be granted.
- 28.4 The employer shall be entitled to require an employee to produce evidence to support a request for bereavement leave where the employer is concerned about the possibility of misuse of leave.

## **29. Parental leave**

Parental leave shall be granted in accordance with the Parental Leave and Employment Protection Act 1987 and subsequent amendments.

Details of paid parental leave entitlements can be accessed through the Ministry of Business Innovation and Employment or the Inland Revenue Department.

## **30. Jury service**

Where an employee is required to do jury service, the difference between the fees (excluding reimbursement payments) paid by the Court and the employee's ordinary pay shall be made up by the employer providing:

- The employee produces the Court expenses voucher to the employer; and
- The employee returns to work immediately upon completion of each day's service or any day the employee is not actually serving on a jury; and
- The employee provides the jury service summons to the employer as soon as possible.

An employee who wants to receive their usual wages payment from the employer must authorise deduction from their pay in writing and provide evidence of the jury service payment so that the employer can deduct the jury service fees from the employee's wages.

These payments shall be made for up to a maximum of five days in respect of each separate period of jury service.

## **31. Training and study leave**

- 31.1 Where the employer provides compulsory training, employees are required to attend such training and will be paid at their ordinary rate of pay for their attendance. A minimum payment of one hour shall apply.
- 31.2 In the case of a permanent night shift employee, the employee may be rostered for up to five days onto morning, afternoon or day shifts to enable the employee to complete compulsory training. The employee shall be given at least one month's notice of this requirement and shall continue to receive their night shift allowance while off night shift solely for the purpose of completing training.
- 31.3 Employees who are required to attain the dementia module because they have been employed to work in the dementia unit shall be paid at ordinary rates for their attendance at training sessions.
- 31.4 Employees who are employed in the positions of Health Care Assistant, Recreation Officer, Kitchen Hand, Cleaner and Laundry Worker shall be registered with NZQA and started on level 2 certificate within 12 weeks of commencement of employment, if they do not already hold level 2 certificate. The attainment of level 2 certificate is a requirement of all Health Care Assistants, Recreation Officers, Cleaners and Laundry Workers. While studying for level 2 and level 3, such employees will be entitled to study leave of up to 12 hours in the case of level 2, and 24 hours in the case of level 3.

The employee will be required to complete course work in excess of these hours in their own time.

- 31.5 Leave, with or without pay, may be granted to an employee undertaking training or a course relevant to the employee's employment.
- 31.6 Registered Nurses are entitled to two training days per year to attend Enliven mandatory training which contributes to PDRP and will be paid at their ordinary rate of pay for their attendance.
- 31.7 Registered Nurses who have completed two days mandatory training within the last 12 months and have achieved PDRP Competent, and are working towards PDRP Proficient or Expert are entitled to up to 8 hours per year, on pay, to attend training or work on their portfolio as agreed by the Clinical Nurse Manager and Home Manager.
- 31.8 Where the employee must travel to attend the course and the time spent travelling and attending the course exceed the time that the employee would otherwise have worked, the employee shall be paid for the additional time at their ordinary hourly rate. Travel time does not attract overtime rates and is not counted as time worked in the calculation of hours worked for overtime purposes.

## **32. Health and Safety**

Enliven and the employees will comply with the Health and Safety at Work Act 2015.

Enliven shall do everything it can to ensure the safety of employees. Employees shall do everything they can to stay safe and healthy at work and to keep residents and others at work safe and healthy.

Employees who become aware of damage or faults to equipment or the existence of other hazards that may endanger the health or safety of others shall immediately report such damage, fault or hazard to management. Such hazards may include the behaviour of residents.

The employer shall ensure appropriate training and information is supplied to employees.

Enliven has safety rules and policies which employees must comply with. Any safety issues, fatigue or stress, or accidents must be reported promptly.

Protective clothing will be made available by Enliven where the nature of the work requires it.

### **33. Confidentiality and privacy**

Employees will often have access to confidential information concerning the employer, other employees, their residents, and their residents' families. Such information must be kept confidential, both during employment and after the termination of employment.

All information and property provided by Enliven (including resident files and Enliven documents) must be returned to Enliven as soon as it is no longer required, or when the employee leaves, whichever happens first.

Personal information relating to employees covered by this agreement shall be collected and held by Enliven in accordance with the privacy principles in the Privacy Act.

### **34. Termination of employment**

Except in the case of casual employees, two weeks notice (four weeks notice in the case of Registered Nurses and Administrators) must be given by either the employer or an employee when terminating the employment, or two weeks wages (four weeks wages in the case of registered nurses) shall be paid or forfeited in lieu of notice, except where one of the following scenarios applies.

- In the case of an employee's serious misconduct, there is no entitlement to notice or payment in lieu.
- The employee and Enliven agree to a lesser period of notice.

In the case of a casual employee, two hours notice shall apply instead of two weeks.

In the case of payment in lieu of notice or forfeiture, the employer shall have heed to the hours that the employee would otherwise have worked during the period of notice.

### **35. Management of change**

Where change is proposed which could impact on the terms and conditions of employees, the employer will consult with the affected staff and with their union representatives.

The purpose of such notification is to allow consultation before final decisions are made.

### **36. Redundancy**

36.1 Potentially affected employees will be consulted if a change is proposed which might result in the termination of the employee's employment. It is acknowledged that consultation over the actual change itself may not be possible in circumstances outside of Enliven's control.

36.2 Enliven shall look at whether affected employees can be redeployed elsewhere in the organisation.



36.3 A redundant employee who is not able to be redeployed will receive one month's notice of the termination of their employment. This notice is instead of and not in addition to the notice provided in clause 34. The employer may elect to pay in lieu of notice. The employer and employee may agree to waive part of the period of notice where the employee has alternative employment or another good reason for wishing to leave early and the employee can be spared by the employer; Enliven's consent to this shall not be unreasonably withheld.

36.4 Where an employee's employment is terminated due to redundancy, and no redeployment options exist, redundancy compensation, shall be paid on the following basis:

Four (4) weeks' pay for the first year of service or part thereof plus two (2) weeks pay for each additional year of service (pro rata for incomplete years of service) up to a maximum of ten (10) years' service with PSC.

Redundancy compensation is not payable where the employee has been offered redeployment on overall no less favourable conditions, with their service with Enliven recognised, to a position within the employee's capacity (some training may be required), either within Enliven or by an employer taking over the work from Enliven, whether the employee accepts the redeployment or not.

36.5 This clause applies to permanent employees only.

### **37. Employee protection provision**

Where the employer is contracting out, selling or transferring all or part of the business, including the part of the business where employees covered by this agreement are employed, the following provisions will apply:

- (i) Where practicable, the employees will be consulted about any proposal to sell all or part of the business or to contract out or transfer work before a final decision is made. The parties acknowledge that it may not be practicable to consult in some circumstances, such as where the decision is outside of the employer's control.
- (ii) If the employer decides to proceed with the proposed restructure, it will negotiate with the new contractor/service provider with a view to endeavouring to have the new employer offer the employees employment on the same or similar terms and conditions and recognising service as continuous. The employees will be advised of timeframes for such negotiation and/or for the acceptance of any offer of employment and/or of any application process, in a timely manner.
- (iii) The employees are entitled to choose whether or not to accept employment with the contractor/service provider. In the event that the contractor/service provider offers an employee employment in terms of (ii) above, no redundancy situation will arise, and the employee will not be entitled to receive redundancy compensation, whether or not the employee chooses to accept the offer of employment.

- (iv) In the event that the contractor/service provider is not prepared to offer the employee employment in terms of (ii) above, or offers employment on lesser terms and conditions and/or without recognition of the employee's service, the employee will be entitled to notice of termination of employment and redundancy compensation as specified in clause 36, Redundancy, unless the employer can offer the employee redeployment elsewhere in Enliven.
- (v) The provisions contained in this clause shall not apply where the employer is in receivership or in liquidation.

### **38. Suspension**

Where an employee is facing allegations of serious misconduct, harassment or bullying in the workplace, the employer may transfer the employee to alternative duties or suspend the employee on pay while the allegations are being investigated. Where there is unreasonable delay on the part of the employee in participating in the investigation (e.g. more than two weeks) the suspension may continue without pay until the matter is resolved.

### **39. Abandonment of employment**

Where an employee is absent from work for a continuous period exceeding three working days without notification to, or the consent of, the employer, the employee shall be deemed to have terminated their employment. The employer shall attempt to contact the employee.

### **40. Property**

On the termination of employment employees must return to the employer all property of the employer including keys, name badge and documents.

### **41. Policies and procedures**

Employees are required to work in accordance with the employer's policies and procedures. Enliven may introduce new policies and procedures and amend or revoke its existing policies and procedures from time to time. Enliven will advise employees of the changes.

### **42. Employment relationship problems**

The following is an explanation for employees bound by this Agreement of the services available for the resolution of employment relationship problems.

Where an employment relationship problem arises (including personal grievances, a dispute about the interpretation, operation or application of the Collective Agreement or arrears of wages), the employee or employees shall have a right to take the following steps:

- (1) If during or after the employee's employment, the employee considers they have a personal grievance, dispute, arrears of wages claim or any

other form of employment relationship problem, the employee should in the first instance, raise the matter with their manager so they can try and resolve it with the employee. In the event the employee is not comfortable with their manager or that person would be inappropriate to refer it to, the employee can contact the Regional Manager or Human Resources. It is Enliven's policy to attempt to resolve problems directly and at the earliest opportunity. Employees are reminded that they have a right to have their union delegate, union official or representative present if they wish.

Note – if the employee is raising a personal grievance (unjustified dismissal, unjustified action, discrimination, sexual harassment, racial harassment or duress) the employee must raise the personal grievance with the employer within 90 days (12 months in the case of allegations of sexual harassment) beginning with the date of the dismissal or action, or the date of the dismissal or the action came to the employee's notice, whichever is the later.

The employee can raise the personal grievance by making the employer aware in writing that they have a personal grievance which the employee wants the employer to address.

- (2) If the employer does not resolve the issue to the satisfaction of the employee/s, the employee/s may apply to the Ministry of Business Innovation and Employment for mediation service assistance. This may include:

- Provision of information or explanations as to where information can be found by way of telephone, fax, email or internet
- Provision of information through pamphlets, brochures or booklets
- Specialist services, including mediation hearings and meetings.

- (3) If the employment relationship problem is not able to be resolved with the assistance of the mediation service, the employee/s is/are able to proceed to the Employment Relations Authority, which will provide an investigatory process and will issue a written decision.

The employee/s is/are able to go to the Employment Relations Authority without first obtaining mediation assistance. The Authority will, however, direct the employee/s back to mediation unless the authority considers that mediation would not be appropriate.

- (4) In certain circumstances, the employee/s will be able to appeal to the Employment Court and the Court of Appeal if they are unhappy with the outcome of the Employment Relations Authority.

Employees can seek advice from their union if any employment relationship problem arises and the employee is unsure what to do.

#### **43. Union fees**

On written application of employees Enliven will deduct union fees from wages and will remit them not less frequently than monthly to the union along with a list of names and amounts for whom deductions have been made. Deductions will be made for each period for which the employee is paid including periods of paid leave.

#### **44. Union access**

The employer shall allow the unions reasonable access to the employer's premises for recruitment purposes and / or to meet with members. The union agrees to give reasonable notice to the employer of any intended visit where the organiser will be meeting with one or more members.

Union representatives will, in exercising the right of access, comply with existing health and safety and security measures, access at reasonable times when the employees the union wishes to see are working and have regard to normal business operations. The union representative will explain the purpose of their visit and provide evidence of identity and authority to represent the union, and will report on arrival to the manager or person in charge of the site.

The parties agree that the union access will not be exercised in residents' private spaces such as bedrooms and bathrooms, for reasons of privacy in the residents' own home. Access will only be exercised in residents' public spaces where there are no other suitable options and this has been prearranged for a time that does not inconvenience residents.

Nothing in this protocol allows the employer / manager to unreasonably deny access.

#### **45. Union meetings**

45.1 The employer shall allow union members to attend union meetings of four hours in total (a maximum of four meetings) in each calendar year.

45.2 The date, time and place of the meeting shall be agreed with Enliven.

The union(s) shall give the employer at least 14 days notice of the date and time of any such meeting.

45.3 The union(s) must make such arrangements with the employer as may be necessary to ensure that the employer's business is maintained during any such union meeting, including, where necessary, an arrangement for sufficient union members to remain available during the meeting to enable the employer's operations to continue.

45.4 Normal duties will resume immediately at the conclusion of the meeting.

45.5 Employees shall be allowed to attend union meetings on ordinary pay to the extent that the employee would otherwise be working for the employer during the meeting.

- 45.6 The unions will supply to the employer a list of members who attended a union meeting and advise the employer of the duration of the meeting.

This leave is inclusive of and not additional to the provisions of the Employment Relations Act.

**46. Employment relations education leave**

Employment Relations Education Leave shall be allowed in accordance with Part 7 of the Employment Relations Act 2000.

**47. Union delegates**

Enliven recognises union delegates and their role following written confirmation from the union of their election.

Enliven shall allow delegates reasonable time as organised with the manager during working hours to carry out their role. Absence from the delegate's place of work during normal work time must be prearranged with adequate notice and pre approval by the delegate's manager / work area supervisor, who will ensure the employer's operation is not unduly disrupted; approval will not be unreasonably withheld.

Enliven will reasonably make available resources such as meeting rooms and copying facilities at mutually convenient times.

**48. Site meetings**

Meetings will be held at each site to discuss current issues which will be attended by the Home Manager and the senior delegate from each union, and when required and advised in advance, someone from central office and an official from the union(s).

**49. Amenities**

- 49.1 Suitable facilities for changing shall be provided.

- 49.2 A secure cupboard for safekeeping of employees' personal belongings while on duty shall be made available.

**50. Domestic/family violence support**

Employees who experience domestic/family violence can seek support and assistance from the employer. Enliven has a policy about family violence support. Employees dealing with such issues are encouraged to seek confidential assistance from their manager, the Regional Manager or Human Resources.

Family Violence leave

Family violence leave shall be granted in accordance with the provisions of the Holidays Act 2003 and its amendments.

This leave is in addition to the annual leave and sick leave provisions in this agreement.

In accordance with the Holidays Act, an employee who is experiencing family violence is eligible for family violence leave after six months current continuous service with the employer; the entitlement is to up to 10 days leave in each subsequent 12 month period. The employer may require evidence that the employee is affected by family violence. This section is added to provide general information about the entitlement provided by the Act and does not replace the provisions of the Act.

#### Flexible Working Arrangements

In accordance with the Employment Relations Act 2000, an employee affected by family violence may request a short-term (two months or less) variation of their employment arrangements to assist the employee to deal with the effects of family violence.

## SIGNATORIES



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Employer party  
For Presbyterian Support Central

Date: 3 September 2025



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Union party  
For E tū Inc.

Date: 11 September 2025



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Union party  
For The New Zealand Nurses Organisation

Date: 11 September 2025